

ACCESS IDAHO STEERING COMMITTEE

Access Idaho's General Manager's Report

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IN SUMMARY

The month of November began with the release of the second interactive application using credit cards for payments, the Real Estate Commission's Agent License renewal. This application is seen as one of many positive steps toward helping fund the State of Idaho's initiative of Access Idaho and will contribute to the self-funded model for years to come.

The Portal General Manager presented on the topic of Who, What and Why of E-Commerce in Twin Falls, Idaho at an E-Commerce Boot Camp. The chance to get in front of many small business owners as well as many citizens interested in E-commerce was and is a key marketing opportunity to educate various groups on the benefits of the Access Idaho Portal. This presentation was done at the request of ITRMC member Mary Liz Jones from the College of Southern Idaho.

In addition to the application released and the presentation, many initial and follow up meetings with agencies were held in November. This is a terrific sign of what's to come in the way of E-government for the State of Idaho, and they are summarized under the marketing section.

MARKETING

Some of this month's highlights include:

The Real Estate License Renewal application went live on November 1st. We have written an article for the Real Estate Commission, introducing the new application in their monthly news release. We are also working with the Realtors Association to market the application.

The Secretary of State's Office UCC/Lien Search is in beta testing and an information sheet marketing the new application has been mailed out twice to all of SOS's current UCC/Lien customers with their bills. The scheduled live date for this application is early December. This application is the third application Access Idaho has developed for the Secretary of State's office and is an integral piece to the success of the Access Idaho initiative.

The Department of Agriculture informed Access Idaho of internal circumstances at this point in time, pushing the development of the Pesticide Registration Application back to 3rd quarter of 2001. Because of this circumstance the Department of Labor's Unemployment insurance tax registration/payment application has begun earlier than was expected. Access Idaho is currently in the beginning stages of requirements gathering with DOL on the project and will be using electronic check functionality to accept payments from businesses when the application goes live in 2001.

We met with the Attorney General's Office to finalize the requirements for the "no call list" application. This will allow citizens of Idaho to register/submit their name to a "no call list", which will provide them with relief from unwanted telephone solicitations. The initial fee is \$10 for three years and they will be able to renew their registration for an additional three years for \$5. The reason for this application is, earlier this year the Idaho Legislature accepted Attorney General Al Lance's recommendation and passed a law creating the "no call list." The State of Idaho's Attorney General held a press conference on November 16, 2000 announcing this program. The application will be launched on January 2, 2001.

DEVELOPMENT

The development team was heavily involved in all of the meetings mentioned previously in the marketing section. Since the Real Estate application went live in early November, they have been keeping a close eye on that process to ensure everything runs as planned. There have been a couple of minor adjustments/enhancements to the application since its initial launch, which is common, but at no time was the renewal application not functioning.

Enhancements to the Access Idaho network infrastructure took place in November because of the large applications approaching in the next few months. The development staff is always looking for ways to improve the speed and functionality of our system to ensure that state agencies, citizens and business realize the most benefit from an application we've developed.

With two of the largest applications going live (UCC/Lien Search and Interactive Motor Vehicle Record search) in the next two to three months, the staff will be working furiously to meet and exceed the expectations that have been set with these two agencies.

CREATIVE SERVICES

As always, our Creative team has been busy designing websites, consulting and supporting other Access Idaho projects. We launched the Board of Medicine Website on November 28, 2000, and will be launching the Department of Administration's website and the Information Technology Resource Management Council's website on December 11, 2000. This date change from the 1st of December to the 11th was at the Department of Administration's request.

We heard back from the Governor's Office and are moving forward on the website development. We are very excited to be working with the Governor's office because of the high visibility and large number of hits his current website receives.

In addition to the websites soon to be launched, Access Idaho received some very exciting news on November 27, 2000. Access Idaho will receive the award for "MVP – Best State Government Website" from the Council for State Governments. The award will be presented on December 9th in Dearborn, Michigan at the CSG annual conference. This would not have been possible if it were not for the vision, expertise and support of many Idaho State employees and the Access Idaho staff.

COMPLETED

Application	Agency	Application Description	Status	Completion Date
Batch Drivers Records	Idaho Transportation Department	This project will allow Batch customers identified as eligible through the Idaho Transportation Department to request MVR information through an electronic Batch process. This is a premium service	The application went in production September 1.	3rd Quarter 2000
Calendar System	Statewide Application	The state calendar system allows agencies to post events to the state home page while also making this information available on their agency website. State agencies can access an easy-to-use web interface to post events and legal notices to citizens and businesses seeking this information.	We will train and develop Agency side calendars for those interested in using the system.	1st Quarter 2000
Re-design Idaho's Home page	Statewide Application	The Access Idaho home page has been completed and is ready to go live. The design and functionality are citizen based for ease of use. The site can be accessed at the following URL: www.accessidaho.org . On May 3, the page will become the State's official home page and will also be located at www.state.id.us	The PR roll out was May 3, 2000, 1:00 p.m., J.R. Williams Building West Conference Room.	2nd Quarter 2000 (on-going)
How Do I? System	Statewide Application	The state How Do I? system allows agencies to post frequently asked questions to the state home page while also making this available on their agency website. State agencies can access an easy-to-use web interface to post their commonly received questions. As the Portal matures, this system will become a vital search engine for businesses and citizens	We will train and develop Agency side How Do I? areas for those interested in using the system.	1st Quarter 2000

First Lady's Website	First Lady	The First Lady wants a web site that is "kid friendly." We have been asked to build the site template. The site will have links to the First Lady's special projects, her bio, et c.	The work was completed by July 24.	3rd quarter 2000
Idaho Electronic Campus	Board of Education	A portal for Idaho's state universities and colleges. Eventually, the Board hopes the IEC will be able to offer online courses. The site will include a searchable database of all courses offered by the public institutions of higher learning.	Launched August 1.	3rd quarter 2000
Tobacco Retail Permits	Department of Health and Welfare	Idaho Tobacco retailers are required to have a permit in order to sell tobacco products. The Department wants to allow Retailers to initially apply and renew permits online. There is no fee for this service.	Delivered to agency September 15.	3rd Quarter 2000
Business Entity Search with choice of 2 Certificates of Existence	Secretary of State's Office	This application will allow citizens and businesses to do an on-line search on businesses in Idaho at no charge. If the person or business would like to have a certificate of existence for their records, they will have two choices: 1) an online certificate or, 2) certificate with an original signature that can also be ordered online, then mailed. There will be a couple of ways to pay for the certificates; if they are a subscriber, they will be billed monthly, or they can pay immediately by credit card.	The Secretary of State will see a demo in late September, and Certificates of Existence will launch October 2 nd .	4th Quarter 2000

Credit Card Functionality	Statewide Application	The credit card functionality being developed will allow applications that require secure authentication and authorization of credit card payments to easily connect. The application will handle the processing of credit card payments and can connect to an agency account, a Portal account, or a centralized processing account. The credit card functionality requires an agency and Access Idaho identify the most appropriate account to deposit transaction proceeds and establish linkage of this account to the with First Security Bank and the State Treasurer's Office. Any agency wanting to accept credit cards for payment on the Internet will be able to use this functionality.	The function will roll out with the Secretary of State's Certificates of Existence application, October 2 nd .	4th Quarter 2000
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Real Estate Agent license renewals	Real Estate Commission	The application will allow real estate agents to renew their licenses online.	Beta testing is scheduled to start October 23 with launch October 27.	4th Quarter 2000
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IN DEVELOPMENT

Application	Agency	Application Description	Status	Completion Date
Admin. Dept. Web site	Department of Administration	Assisting the Department in its Web site redesign.	Several requirements gathering meetings have been held. Composites have been reviewed and the SLA is before the committee for review.	4th Quarter 2000
Board of Medicine Web site	Idaho Board of Medicine	The Board wants Access Idaho to build a Web site and eventually add license renewals and licensee searches.	The agency has approved a design and is in the process of delivering content. The SLA is before the committee for review.	4th Quarter 2000

DDS Web site	Disability Determinations Service	The DDS administers Social Security Disability benefits for the Social Security Administration. They want a Web site to assist their clients and perhaps eventually reduce phone calls through some interactive applications.	We have had an initial requirements gathering meeting and discussed a timeline. A Service Level Agreement is being drafted.	4 th Quarter 2000
Governor's Web Site	Governor	A redesign of the current site. We have been asked to build the template, and the Governor's Office will be responsible for importing content.	Three comps have been delivered to the Governor's Office for review.	1st Quarter 2001
ITRMC Web site	Information Technology Resource Management Council	Web site with information on Idaho's technology agencies/resources.	The SLA is before the committee for review.	4 th Quarter 2000
Interactive Drivers Record Search	Idaho Transportation Department	This project will allow users identified as eligible through the Idaho Transportation Department to request MVR information through the Portal in real time.	The ITD staff is currently working on TCP/IP connectivity with their Mainframe. We are anticipating a launch date of December 1.	1st Quarter 2001
"No Call" telemarketer database	Attorney General	A list of citizens who do not want to be called by telemarketers. The telemarketers are required to purchase the list every quarter. The application would allow the citizens to register and pay. The telemarketers would be able to purchase the list online.	A database consultant is currently developing the back end program. The agency's Contracts Division is reviewing the SLA.	1st Quarter 2001

Occupational Licenses	Bureau of Occupational Licenses	The Bureau currently manages 18 different occupational licenses and would like to make these available on line. Licensees will have the ability to purchase/renew on line with the use of a credit card. We are also exploring the ability to create a search for citizens to verify a specific person in a specific occupation is licensed.	The Bureau has decided to hold off on the license renewals due in December. Instead we will work on the 16 license renewals due at the end of June. We will talk to them after the first of the year.	2 nd Quarter 2001
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Pesticide Registration	Department of Agriculture	The application will allow pesticide manufacturers to register products online. This is a premium service.	We've gathered requirements and have submitted a draft SLA for agency review.	3rd Quarter 2001
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Uniform Commercial Code Search	Secretary of State's Office	This project would make available UCC search capability by providing access to an existing database of UCC information and explore the possibility of making images available as well.	We have started gathering requirements and have targeted November 13 as launch.	4th Quarter 2000
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Unemployment Insurance payment	Department of Labor	The application would allow Idaho employers to pay unemployment insurance premiums online.	The agency has reviewed a demo from one of IIC's affiliate networks. We want to start working with the agency later this year or as soon as the development schedule will allow.	?
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IN PLANNING AND CONSIDERATION

Application	Agency	Application Description	Status	Completion Date
Well Drilling Permits	Department of Water Resources	This application will allow well drilling permits to be purchased on line with the use of a credit card. This will be one of the first credit card applications put on line by Access Idaho.	We need to meet with the agency to discuss requirements.	4th Quarter 2000

Board of Pharmacy Web site	Board of Pharmacy	The Pharmacy Board wants to start with a Web site and eventually offer some interactive services.	An initial meeting has been scheduled.	?
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Hunter Education Class Registration	Department of Fish and Game	Students would be able to register and pay for hunter education classes throughout the state.	We have had an initial meeting with the agency. We have told them the earliest we may get to the project is January, which may not meet the Department's needs	?
Hunting and Fishing Licenses/Permits	Department of Fish and Game	This application will allow users to purchase Hunting and Fishing permits on-line. This application will allow the purchase of multiple permits with a single transaction. Permanent permits and licenses will be mailed to customers. Users will be able to pay the transaction with a credit card.	No contact from the agency.	?
IBR-1 Online Form	RIB Committee	New Idaho businesses can complete the form online and meet the registration requirements of the Tax Commission, Department of Labor and the Industrial Commission.	We met in early September to discuss the project and have a presentation scheduled with agency policy makers in October.	?
IFTA	Idaho State Tax Commission	The application will allow IFTA tax filing on line at no cost to businesses. The Idaho State Tax Commission received an approval of funds to pay the convenience fee.	The project is currently on hold as the Tax Commission makes some internal decisions regarding its approach to this application.	?
Insurance agent license renewal	Idaho State Department of Insurance	The application will allow insurance agents to renew their licenses online.	Agency officials have said they will contact us when they're ready.	?
License renewals	Division of Building Safety	The Electrical, Plumbing and Public Safety Boards all issue licenses. They want their customers to be able to renew online with the permit to be mailed later.	The database consultant has informed us the Division's new back end licensing system is scheduled to be completed by late October 2000.	?

Medical Board License Renewals	Idaho State Board of Medicine	The application will allow all licensees under the Board of Medicine to renew their license online.	We will meet in late November to start gathering requirements.	?
Permits Available for purchase on line	Department of Parks and Recreation	The Department of Parks and Recreation is responsible for Park Permits, Motorbike Permits, and Snowmobile Permits. These are not available for purchase on line today. The application would allow citizens to purchase these permits on line with the use of a credit card.	We spoke with agency officials earlier this month. They would like to meet later this year or early next year to discuss the project.	?
Idaho Potato Online License Registration	Potato Commission	Any entity using the phrase "Idaho Potatoes" must be licensed with the Potato Commission. They believe the new online registration system will allow them to track "cheaters" even better.	The Commission is contracting with a local vendor to develop a back end system. That project will not be completed until late this year.	?



SERVICE AGREEMENTS

- ❖ Secretary of State's Office – Business Entity Search – Service Level Agreement signed
- ❖ Governor's Office -- First Lady's Web Site Template – Letter of Agreement signed
- ❖ Idaho Transportation Department – Batch/Interactive Drivers Records – Service Level Agreement signed
- ❖ Board of Education – Idaho Electronic Campus – Service Level Agreement signed and approved
- ❖ Department of Health and Welfare – Tobacco Permits – Service Level agreement signed and approved
- ❖ Idaho Real Estate Commission – Real Estate Agent License Renewal – Service Level Agreement signed and approved
- ❖ Department of Administration – Web site – Service Level Agreement waiting approval

- ❖ Board of Medicine – Web site – Service Level Agreement waiting approval
- ❖ ITRMC – Web site – Service Level Agreement waiting approval
- ❖ Attorney General's Office – No Contact List – Service Level Agreement pending
- ❖ Governor's Office – Governor Kempthorne's Web Site Template – Letter of Agreement signed
- ❖ Secretary of State's Office – Certificates of Existence – Schedule A Addendum of Master Service Level Agreement signed
- ❖ Secretary of State's Office – UCC/Lien Search – Schedule B Addendum of Master Service Level Agreement signed



I N C L O S I N G

The month of November started off with a new interactive application for the Idaho Real Estate Commission and ended with the Board of Medicine's new website being launched. It contained many meetings with agencies to build E - Government application that will help sustain the State of Idaho initiative of Access Idaho. Access Idaho looks forward to helping the State roll out 2 redesigned websites and 2 interactive applications in the next 35 days.

As always, if you have any questions I can be reached at 332-0102, extension 12 or email at scott@accessidaho.org

Respectfully Submitted,

Scott D. Somerhalder
Portal General Manager